



*Where Quality Is A Lifestyle*

## *Fayette County E 9-1-1 Communications 2008 Annual Report*

### **Guardians of Our Community**

The Fayette County E 9-1-1 Communications Department, the *Guardians of Our Community*, continues to be an integral unit of the Fayette County Public Safety Department. Fayette County E 9-1-1 provides optimum communications for the Fayette County Fire and EMS Department, the Fayette County Sheriff's Office and the Fayette County Marshal's Office (all of which include the unincorporated areas of Fayette County: Brooks, Woolsey and Inman), the City of Peachtree City Fire and EMS Department and the City of Peachtree City Police Department, the City of Fayetteville Fire Department and the City of Fayetteville Police Department and the Town of Tyrone Police Department.

Lead by Cheryl Rogers, Director, and Peggy Glaze, Assistant Director, the Fayette County E 9-1-1 Communications Center is a 24/7 operation. Manned by three eight hour shifts, each shift has one Shift Supervisor, two Senior Communications Officers and five to seven Communications Officers. Katye Vogt, the CAD (Computer Aided Dispatch) Manager, oversees the day-to-day updates to the CAD and its' support technologies. Kyle Turner, the Training Officer, is responsible for the certifications and re-certifications of all employees as well as updating and maintaining our training programs to meet local, state and federal standards.

#### Special Points of Interest:

Page 1 – Guardians of the Community

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The Fayette County E 9-1-1- Communications Center received 386,100 contacts in 2008; this equates to an average of 32,175 contacts per month. This is an average of 1,075.5 contacts in 24 hours, or 44.7 contacts per hour.

As *Guardians of Our Community*, the Fayette County E 9-1-1 Communications Center serves as the 24 hour communications and severe weather warning point for all Public Safety and non-Public Safety agencies it serves as well as local, state and federal agencies that coordinate with Fayette County.

“Everyone deserves thanks and praise for their professionalism, efficiency and; most of all, for their kind and caring nature!”



## Our E 9-1-1 Mission Statement

The Fayette County E 9-1-1 Communications Center is the relay point for the dissemination of information to Public Safety field units from the general public and between Public Safety field units and agencies. The relay of this information is of vital importance in the protection of the life and property. The Fayette County E 9-1-1 Communications Center is committed to providing efficient, effective Public Safety communications to the agencies it serves. The Center promotes positive relations with each of the agencies it services as well as continuing to educate the community about Enhanced 911.

## “Over the Top” Training Accomplishments

Despite the already tight, unforgiving schedule of our Communications Staff coupled with the need to reduce and tighten our budget spending, several of our employees accomplished training milestones:

- The Shift Supervisors completed “Supervisor Survival” training presented by the Atlanta Regional Commission (ARC).
- Kyle Turner, our E 9-1-1 Training Officer successfully completed the Instructor Training program and received his Instructor Training Certification.
- Nicole Smith and Janaya Daly, Shift Supervisors and Katye Vogt, CAD Manager, completed the Supervision – Level I program (P.O.S.T).
- Steve Spiegel, Shift Supervisor, completed his Supervision – Level II program (P.O.S.T).
- Chris Nations, Communications Officer, and Tonya Woody, Senior Communications Officer completed Communications Training Officer (CTO) training.
- Supervisors conducted an “EOC Evacuation Simulation” exercise.
- Cross trained Amber Smith as a back-up CAD technician and Janaya Daly as a back-up Training Officer to ensure redundancy in day-to-day operations.

“I guess what I’m trying to say is thank you for having people who work hard and do their best and who care about the victim and their family”



**Fayette County E 9-1-1  
Communications Center**

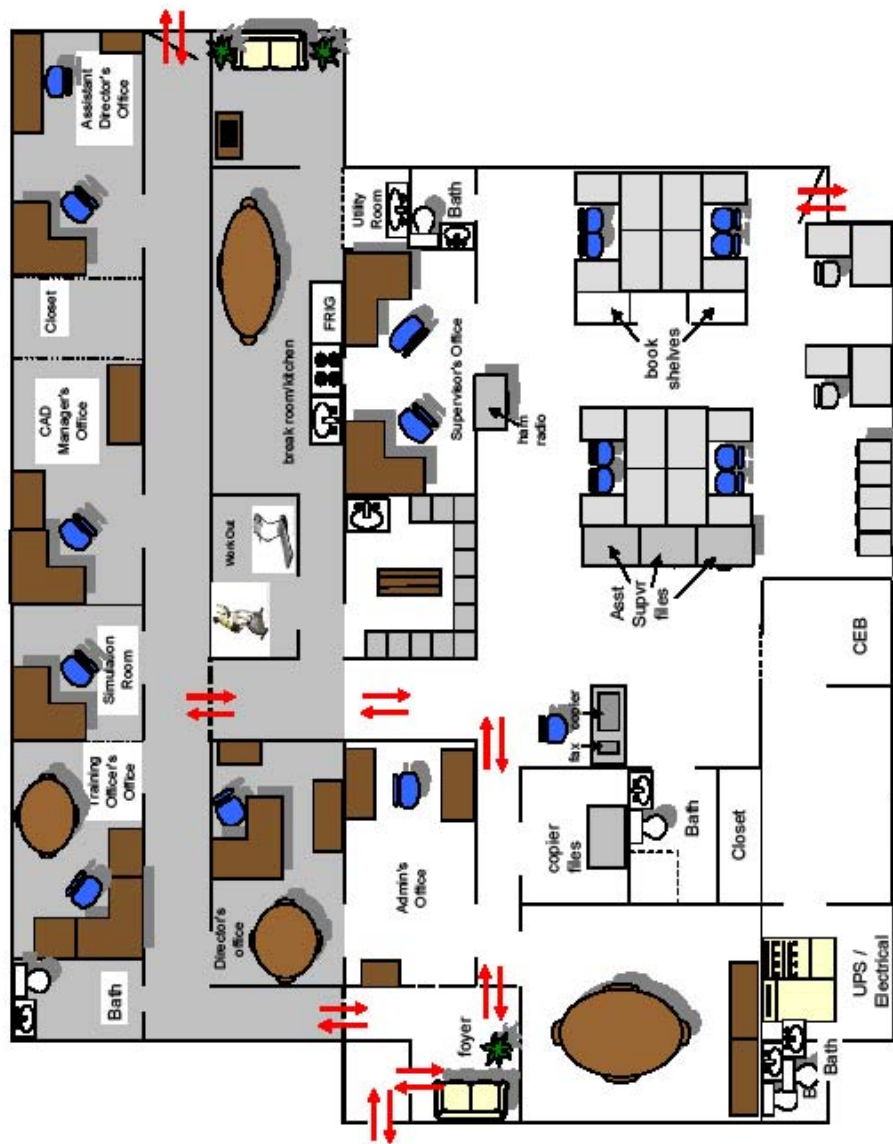
**Constructed 1995**

## Capital Improvement Budget Updates

1. Install two (2) additional **Call Taker** positions – Allows dispatchers to prioritize citizen calls, i.e., EMD call and/or burglary in progress vs. administrative calls, i.e., EMS transport and/or locked keys in car  
**Project completed under budget**
2. Complete **E 9-1-1 Center Expansion** – **In Progress**
  - Completed Due Diligence
  - Hired an Architect
  - Advertised project for bid process – November, 2008
  - Solicited bids for construction – December, 2008
  - Award bid in February, 2009
  - Begin construction – To Be Announced
  - Anticipated completion date – December, 2009See attached “architect’s rendering” on page 4
3. Implement new **CAD (Computer Aided Dispatch) System** – **Completing Due Diligence**
  - Identify Public Safety Needs
  - Research Available Technology
  - Complete Bid Process (develop comprehensive RFP)
4. Implemented **EMD ‘Priority Dispatch’ training** – **Certifications received.** Next Step-Implement Quality Assurance Program.

George Knight wrote: “The call taker that took my call for Georgia’s ankle was the consummate professional ...”

Anita Godbee complimented the 911 staff for the “great job on getting the Significant Weather Alert out very quickly”.



Architect's Rendering  
for expansion



## E 9-1-1 Communications Board

The Fayette County Communications Center E 9-1-1 Board meets quarterly. The E 9-1-1 Communications Board has representatives from each of the Fayette County Public Safety Departments. The objective of this Board is to direct policy and ensure complete and accurate communications throughout Fayette County for all *calls for service* for our Fayette County Citizens. In 2008, the meetings were scheduled on January 10, 2008, May 8, 2008, July 10, 2008 and October 9, 2008. Chief Ed Eiswerth, Chief of the City of Peachtree City Fire Department, Chaired this committee.

## 911 Practitioner Program

In 2008 the Fayette County E 9-1-1 Communications Center implemented the 911 Practitioner Program. This program, supervised by Cheryl Rogers, Director of Communications, and Nicole Smith, the Center's Practitioner Liaison, is comprised of credentialed volunteers who have access to the radio room to assist with the non-emergency aspects of call-taking and information relay. Due to the volume of confidential information processed and stored within the radio room, the 911 Practitioner must meet all Federal, State and Local mandates before being permitted to access the radio room. 911 Practitioners must have previous basic radio communication knowledge and belong to a recognized organized radio entity such as the local Amateur Radio Emergency Services (ARES) group. These candidates are subject to a comprehensive background investigation to encompass education, employment and criminal checks. Candidates must have a high school diploma or general education diploma and possess a current amateur radio license in order to qualify for the program. A basic understanding of FCC rules and regulations and use of radio equipment is a prerequisite. Candidates must successfully complete the National Crime Information Center/Georgia Crime Information Center (NCIC/GCIC) Practitioner workbook and test, complete Security and Integrity training and test and complete in-house training for non-emergency call-taking, Computer Aided Dispatch (CAD) entry and WebEOC. After completing the required training, candidates will complete 15 hours of practical hands-on training and subsequent one-on-one training with an assigned Communications Officer trainer. Fayette County currently has seven 911 Practitioners.

Chief Marshal Collins wrote "he is very impressed with the work 9-1-1 did in apprehending a perpetrator on September 4, 2008. ...all county units, Marshals, SO and 911 worked smoothly together."



## *Hope for Holly*

Holly Henderson Chambers is a 12 year employee with Fayette County E 9-1-1. After years of helping others in the community it has become known that Holly needs help. Having battled with Lupus for 12 years, Holly's kidneys are failing and she now needs a kidney transplant. During her

constant battle she endured two rounds of chemotherapy, transfusions and countless doctors visits. Despite her poor health, Holly always came to work, never complaining about her condition and always helping her coworkers with their problems. The progression of her illness has required Holly to become a part-time employee.

Janaya Daly, the 'day' Shift Supervisor and close friend to Holly, began fund raising projects when it became clear that Holly would need financial assistance to qualify for a transplant.

Since October, 2008 there have been fundraisers and a blood drive. The 9-1-1 Center staff and Holly have been touched by the generosity of the community in their response to the request for help.

There is still much to do but the 9-1-1 family has drawn even closer together in its' conviction that there is *Hope for Holly*. Donations are still needed. If you would like to make a donation you can mail it to the 9-1-1 Center at 140 Stonewall Avenue, West, Fayetteville, GA 30214 (checks should be made payable to Holly Chambers) or you can call Janaya Daly at 678-414-3633.

On October 13, 2008 Chris Nations took a 911 call and when he answered the line it was silent but he could hear a dog barking in the background. When he checked the history he found a few medical calls for seizures and decided to put it in as a medical call just in case. Then the medics arrived on scene they did find the homeowner unconscious...the patient was taken to the hospital and became responsive before they transported. Great Job Chris!!!

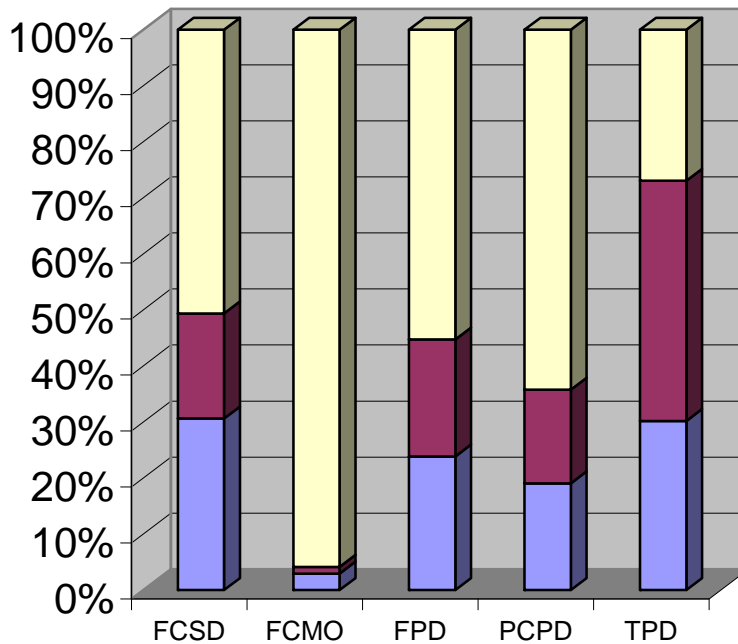
# FAYETTE COUNTY E911 COMMUNICATIONS

## 2008 Annual Report

### Law Enforcement

	FCSD	FCMO	FPD	PCPD	TPD
Number of Calls Dispatched	15,926	493	10,961	14,571	2,553
Number of Pullovers	9,745	197	9,589	12,783	3,622
Number of Officer Initiated Calls	26,319	15,980	25,408	49,151	2,281
<b>Total Number of Calls</b>	<b>51,990</b>	<b>16,670</b>	<b>45,958</b>	<b>76,505</b>	<b>8,456</b>

### 2008 Calls by Agency



■ Dispatch 
 ■ Pull-over 
 ■ Officer Initiated

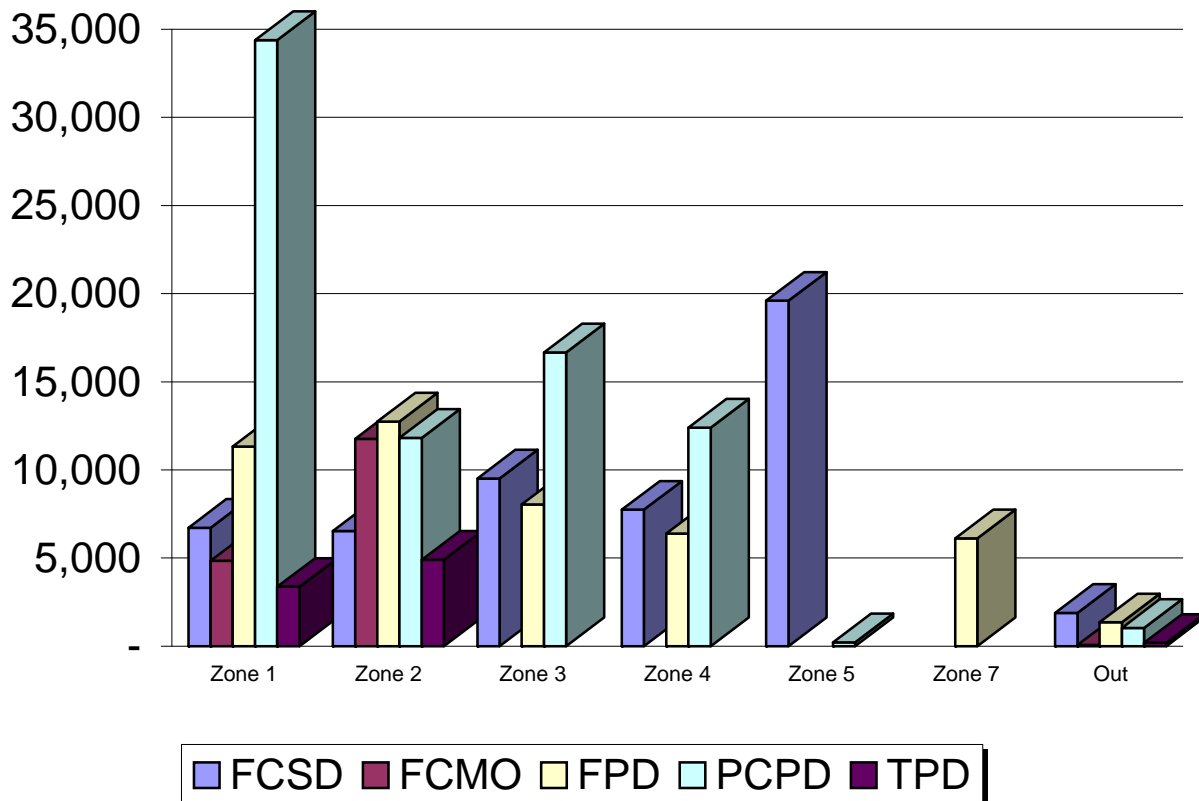
# FAYETTE COUNTY E911 COMMUNICATIONS

## 2008 Annual Report

### Number of Calls By Zone

	FCSD	FCMO	FPD	PCPD	TPD
Zone 1	6,714	4,839	11,322	34,379	3,366
Zone 2	6,540	11,769	12,750	11,814	4,901
Zone 3	9,508		8,039	16,665	
Zone 4	7,741		6,383	12,398	
Zone 5	19,596			221	
Zone 7			6,114		
Outside Jurisdiction	1,891	62	1,350	1,028	189
<b>Total Number of Calls</b>	<b>51,990</b>	<b>16,670</b>	<b>45,958</b>	<b>76,505</b>	<b>8,456</b>

### 2008 Calls by Zone



# FAYETTE COUNTY E911 COMMUNICATIONS

## 2008 Annual Report

### Average Response Time Departmental

FCSD	FCMO	FPD	PCPD	TPD
0:11:25	0:10:50	0:05:09	0:06:02	0:04:41

### Average Response Time by Zone

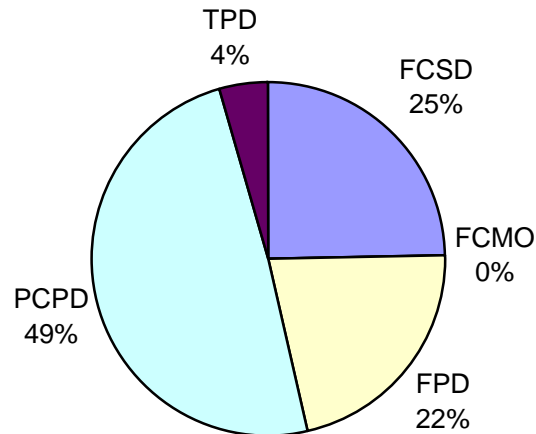
	FCSD	FCMO	FPD	PCPD	TPD
Zone 1	0:14:16	0:13:46	0:05:13	0:06:58	0:05:58
Zone 2	0:12:06	0:10:16	0:06:01	0:07:53	0:08:55
Zone 3	0:11:03		0:07:14	0:06:56	
Zone 4	0:11:49		0:06:19	0:08:28	
Zone 5	0:10:59			0:08:11	
Zone 7			0:06:14		

\*\* December 2008 average

### Number of DUIs

FCSD	FCMO	FPD	PCPD	TPD
73	0	64	145	13

### 2008 DUIs by Agency



FCSD FCMO FPD PCPD TPD

### Average Total Time for DUIs

FCSD	FCMO	FPD	PCPD	TPD
2:32:00	0:00:00	2:30:00	3:12:00	4:12:00

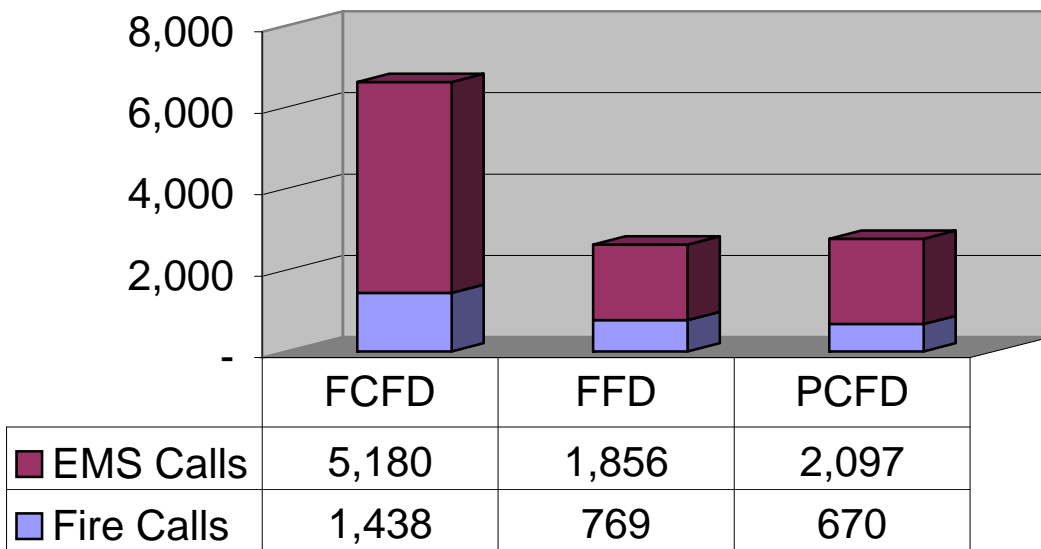
# FAYETTE COUNTY E911 COMMUNICATIONS

## 2008 Annual Report

### Fire and Emergency Services

	FCFD	FFD	PCFD
Number of Fire Calls	1,438	769	670
Number of EMS Calls	5,180	1,856	2,097
Total Number of Calls	6,618	2,625	2,767

### 2008 Fire vs EMS Calls by Agency



### Average Response Times

	FCFD	FFD	PCFD
Fire Calls	0:04:50	0:04:49	0:04:52
EMS Calls	0:05:16	0:03:59	0:04:35

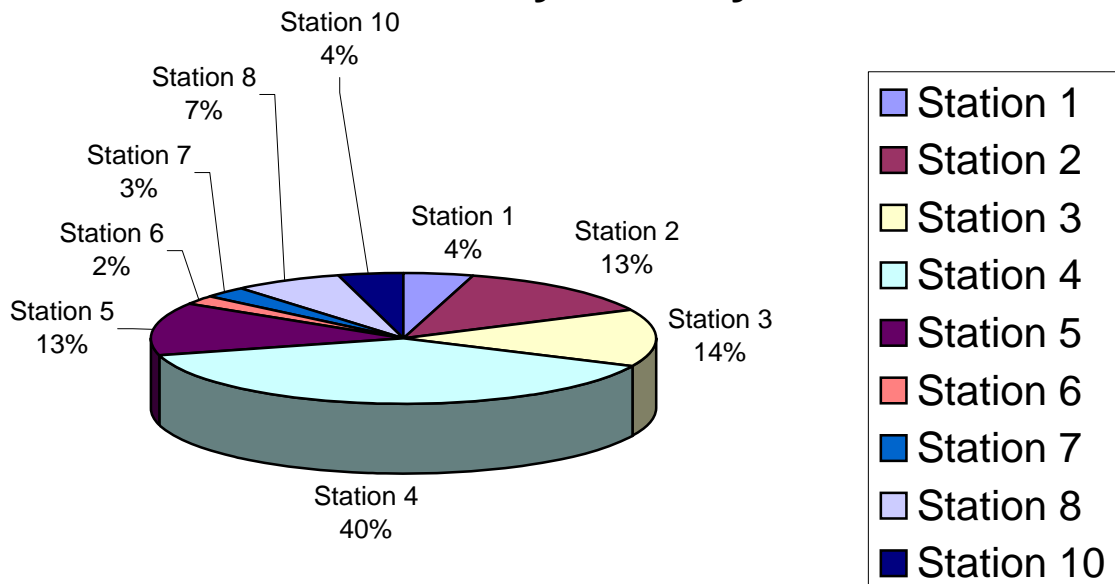
# FAYETTE COUNTY E911 COMMUNICATIONS

## 2008 Annual Report

### Number of Calls by Primary Station

	FCFD	FFD	PCFD
Station 1, 91, 81	286	1,951	851
Station 2, 92, 82	892	674	680
Station 3, 83	937		773
Station 4, 84	2,566		463
Station 5	872		
Station 6	142		
Station 7	192		
Station 8	458		
Station 10	273		
<b>Total Number of Calls</b>	<b>6,618</b>	<b>2,625</b>	<b>2,767</b>

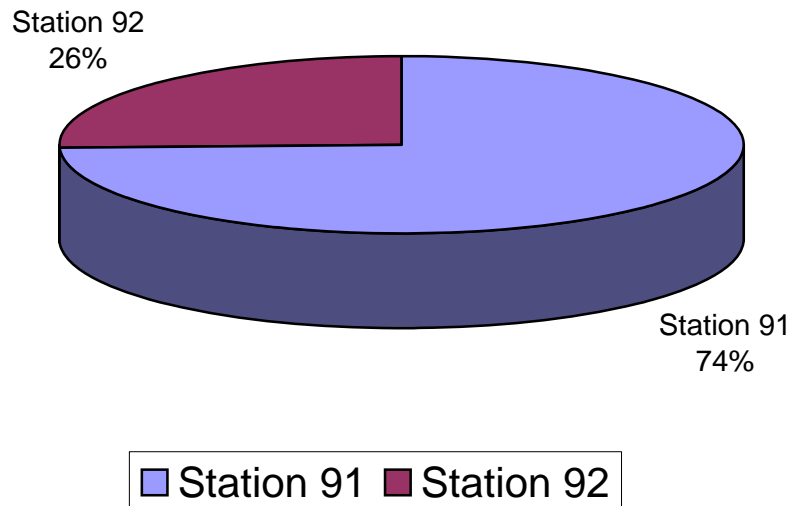
### 2008 FCFD Calls by Primary Station



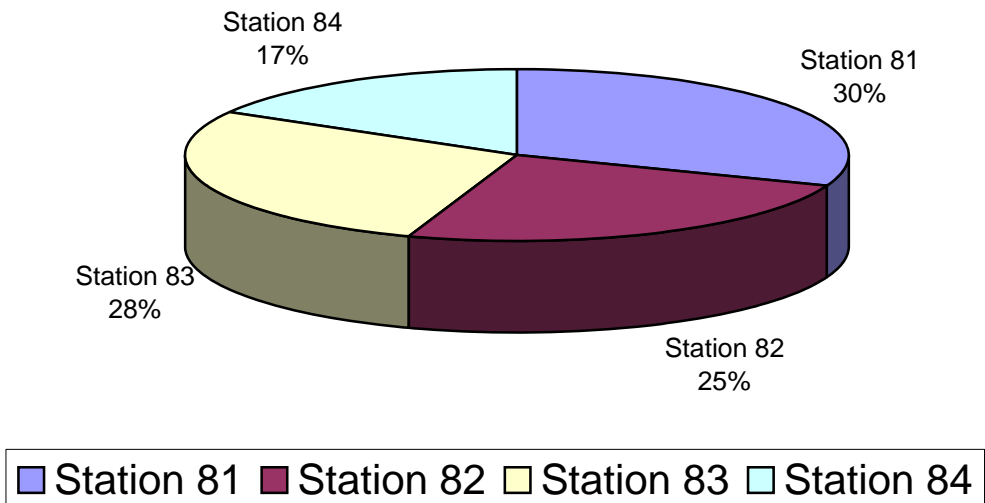
# FAYETTE COUNTY E911 COMMUNICATIONS

## 2008 Annual Report

### 2008 FFD Calls by Primary Station



### 2008 PCFD Calls by Primary Station



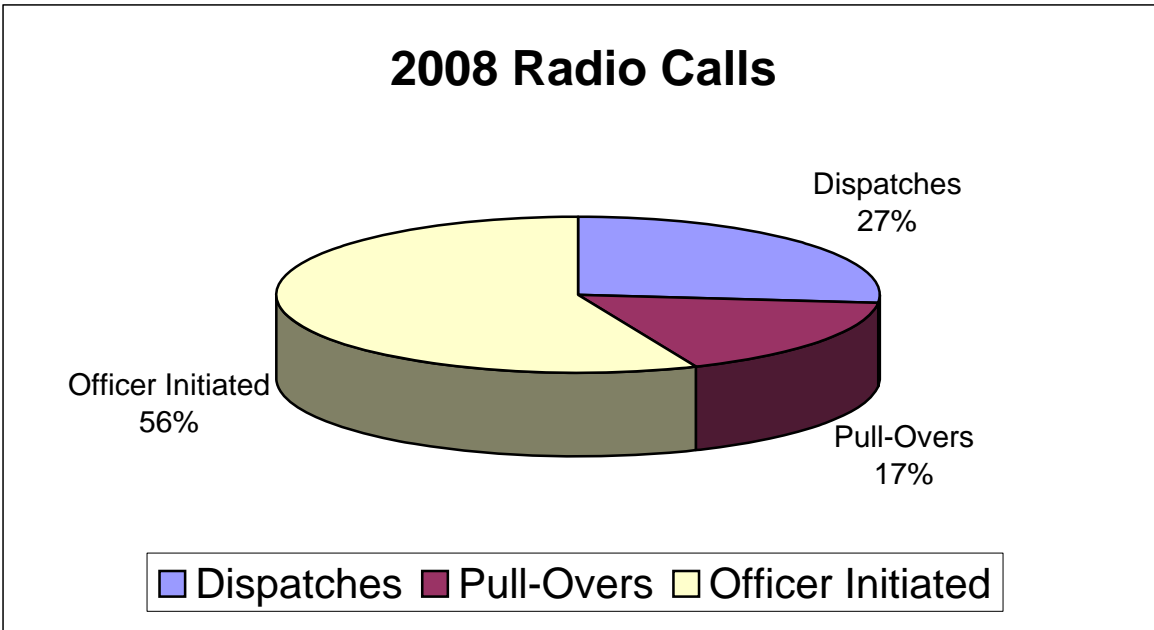
# FAYETTE COUNTY E911 COMMUNICATIONS

## 2008 Annual Report

### Communications Center

#### Radio Calls

Dispatches	56,514
Pull-Overs	35,936
Officer-Initiated	119,139
<b>Total Number of Radio Calls</b>	<b>211,589</b>



#### Average Operator Response Time \*\*

FCSD	FCMO	FPD	PCPD	TPD
0:02:11	0:02:23	0:01:48	0:02:09	0:01:48

FCFD	FFD	PCFD
0:00:53	0:00:56	0:00:53

Highlighted times meet the goal of <2 minutes for Law Enforcement and <1 minute for Fire/EMS.

\*\*Operator Response time is calculated from the time the call is received until the time the call is dispatched. If a call is held due to officer availability or the Dispatcher must handle a call of higher priority, this will increase the Operator Response Time.

# FAYETTE COUNTY E911 COMMUNICATIONS

## 2008 Annual Report

### Telephone Calls

Administrative **	122,368
911 Calls	52,143
<b>Total Number of Telephone Calls</b>	<b>174,511</b>

\*\*We are unable to identify the source of calls on these lines. This total does include an undetermined number of Cellular 911 calls.

